AMENDMENTS

In the Claims

1.-38. (Canceled)

39. **(Currently Amended)** A database system comprising:

a partitionable database, **wherein**

the partitionable database is owned by a database operator, **[[and storing multiple]]**

the partitionable database comprises a plurality of distinct files, **[[that have an associated]]**

each **of the distinct files is associated with an** owner **[[who]]** ,

the owner is a tenant of the **partitionable** database ~~distinct from~~ ,

the owner is other than the database operator,

the **partitionable** database **is** partitioned into ~~multiple separate~~ **a plurality of** virtual databases **[[that]]** **, and** ~~correspond~~

each of the virtual databases corresponds to a distinct one of the tenants in such a manner that a partitioned virtual database for a tenant ~~includes the~~ **comprises** stored files associated with **[[that]]** **the** tenant~~, the database system further comprising~~ ; **and**

an access control subsystem ~~that is~~ **, wherein**

the access control subsystem is coupled to the virtual databases, and

the access control subsystem is configured to provide access to files in a virtual database **of the virtual databases** to a user only when **[[that]]** **the** user has access authorization to **[[that]]** **the** virtual database **of the virtual databases** from the tenant who owns **[[that]]** **the** virtual database **of the virtual databases**.

40. **(Currently Amended)** The database system of claim 39 wherein ~~said separate~~ **the** virtual databases are disjoint **from one another** .

41. (Canceled)

42. **(Currently Amended)** The database system of claim 40 wherein the access control subsystem is further configured to provide access to **[[a]]** **the** virtual database to **[[a]]** **the** user only when that **[[that]]** **the** user has access authorization from the tenant who owns **[[that]]** **the** virtual database.

43. (Canceled.)

44. **(Currently Amended)** The database system of claim 42 wherein the access control subsystem is further configured to provide access authorization to **[[a]]** **the** user for a particular file in **[[a]]** **the** virtual database based on initiation of a database call through an associated computer telephony integration (CTI) system by the owner associated with that file such that the user is an employee of the database operator that receives the database call.

45. (Previously Presented) The database system of claim 44 wherein the database operator further provides a common call center service to customers of the database tenants on behalf of the database tenants.

46. **(Currently Amended)** A method ~~**of managing a database system having a partitionable database that includes multiple separate virtual databases that each have a unique database owner, the method**~~ comprising:

managing a database system, comprising

granting access authorization to a user for one **virtual database** of **[[the]]** **a** **plurality of** virtual databases by **[[the]]** **an** owner of **[[that]]** **the** virtual database**, wherein**

the database system comprises a partitionable database,

the partitionable database comprises a plurality of virtual databases,

the virtual databases comprise the one virtual database, and

each of the virtual databases has a unique database owner; and

providing to the user access to a file in **[[that]]** **the** one virtual database after the user has been granted the access authorization.

47. **(Currently Amended)** The database management method of claim 46 wherein ~~**said separate**~~ **the** virtual databases are disjoint **virtual databases**.

48. (Canceled)

49. **(Currently Amended)** The database management method of claim 46 wherein the user further needs authorization from an owner of a file within **[[that]]** **the** one virtual database to access that file, and including providing access to **[[that]]** **the** file to the user after the file owner grants authorization.

50. **(Currently Amended)** The database management method of claim 49 further including, before the providing of the access to the file of the file owner, receiving access authorization to **[[that]]** **the** file for the user from the file owner.

51. **(Currently Amended)** The database management method of claim 50 wherein the receiving of the access authorization to the file ~~**include**~~ **comprises** initiation by the file owner of a database call to the user through an associated computer telephony integration (CTI) system.

52. **(Currently Amended)** The database management method of claim 51 wherein the database is a multi-tenant database having a plurality of tenants, each tenant **of the tenants** being the owner of a separate virtual database, at least two of the tenants utilizing a common call center service.

53. **(Currently Amended)** The method of claim 46 wherein

the partitionable database stores ~~**multiple**~~ **a plurality of** distinct files that are each associated with one of **[[the]]** **a** multiple unique database owners such that the virtual databases each ~~**include**~~ **comprises** the stored files associated with the owner of the virtual database.

54. (Previously Presented) The method of claim 46 wherein the partitionable database is operated by a database operator on behalf of the owners of the virtual databases as tenants of the database.

55. (Previously Presented) The method of claim 54 wherein each of the tenants lease capacity of the partitionable database from the database operator.

56. (Previously Presented) The method of claim 46 wherein the providing to the user of the access authorization to the file in the one virtual database is initiated by a telephone call from the owner of that virtual database through a computer telephony integration (CTI) system.

57. (Previously Presented) The method of claim 56 wherein the user is a representative of an organization providing a service to the owner of the one virtual database.

58. **(Currently Amended)** The method of claim 56 further providing access to the user to files in other virtual databases after the user is granted authorization from the owners of ~~those~~ **the other** virtual databases.

59. (Previously Presented) The method of claim 56 wherein the access provided to the user is temporary access based on duration of the telephone call.

60. (Previously Presented) The method of claim 56 wherein the telephone call by the owner of the one virtual database is made regarding the file, and further automatically providing access to the user to other files in the one virtual database based on the telephone call.

61. **(Currently Amended)** The method of claim 56 wherein the **[[CTI]]** **computer telephony integration (CTI)** system is part of a call center service common to the owners of the virtual databases.

62. (Previously Presented) The method of claim 56 wherein the providing to the user of the access authorization to the file is based at least in part on the user receiving the telephone call via the CTI system.

63. (Previously Presented) The method of claim 56 wherein the providing to the user of the access authorization to the file is based on a current role of the user.

64. **(Currently Amended)** A method ~~**of managing a multi-tenant database that include multiple virtual databases each having a distinct owner who is one of the tenants, each of the virtual databases having multiple associated groups of data, the method**~~ comprising:

managing a multi-tenant database, wherein

the multi-tenant database comprises a plurality of virtual databases,

each of the virtual databases has a distinct owner,

each distinct owner is one of the tenants,

each of the virtual databases has multiple associated groups of data, and

the managing comprises

setting access privileges for the groups of data in each of the virtual databases based at least in part on the tenant that owns the database; and

for each of multiple requests by a user to one of the data groups in one of the virtual databases,

determining whether to grant access to the user for the requested data group based at least in part on a relationship of the user to the tenant that owns the virtual database that ~~**includes**~~ **comprises** the requested data group;

when the relationship of the user to the owner tenant is determined to be an employee relationship, granting access to the user for the requested data group; and

when the relationship of the user to the owner tenant is not determined to be an employee relationship, granting access to the user for the

requested data group only when the owner tenant is determined to have provided access authorization to the user for that requested data group.

65. **(Currently Amended)** The method of claim 64 wherein each of the groups of data is a file stored **[[on]]** **in** the database.

66. **(Currently Amended)** The method of claim 64 wherein
the method is performed by a database operator ~~**distinct from**~~ **each , and**
the database operator is other than any of the tenants.

67. (Previously Presented) The method of claim 66 wherein at least some of the requests for data groups by users are received for users that are representatives of the database operator and are based on a contact to the users that is initiated by the tenants that own the virtual databases associated with the requested data groups, and wherein the access authorizations for those users are determined to have been provided by those owner tenants based on the initiated contact by those tenants.

68. **(Currently Amended)** The method of claim 66 ~~**including,**~~ **comprising**
when the relationship of a user to an owner tenant is not determined to be an employee relationship and the owner tenant is determined to have provided access authorization to the user for a data group in the virtual database for that tenant, granting access to **[[that]]** **the** user to other data groups in that virtual databases, **wherein**
the granting access is based on **[[that]]** **the** providing of the access authorization.

69. (Previously Presented) The method of claim 66 wherein the access granted to a user whose relationship to an owner tenant is not determined to be an employee relationship is temporary access.

70. (Previously Presented) The method of claim 66 wherein, when the relationship of a user to an owner tenant is not determined to be an employee relationship and the owner tenant is determined to have provided access authorization to the user for a data group in the virtual database for that tenant, the access granted to that user is based on a current role of the user.